

EDITED KSAPC LISTING

CLASSIFICATION: **SUPERVISING CASE RECORDS TECHNICIAN**

NOTE: *Each position within this classification may perform some or all of these KSAPCs.*

| KSAPC Statements | |
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| Knowledge of: | |
| K1. | Comprehensive knowledge of modern office supplies (e.g., paper, toner, forms, first aid kit, etc.) in order to routinely inventory, maintain and order office supplies. |
| K2. | Comprehensive knowledge of modern office equipment (e.g., computer, copier, etc.) in order to perform assigned duties. |
| K3. | Comprehensive knowledge of modern office procedures (e.g., desk and operational procedures, etc.) in order to perform assigned duties. |
| K4. | Comprehensive knowledge of grammar to accurately compose, proofread and corrects documents. |
| K5. | Comprehensive knowledge of spelling to accurately compose, proofread and corrects documents. |
| K6. | Comprehensive knowledge of punctuation to accurately compose, proofread and corrects documents. |
| K7. | Comprehensive knowledge of modern English usage to accurately compose, proofread and corrects documents. |
| K8. | Comprehensive knowledge of arithmetic to complete basic addition, subtraction, multiplication, and division, and calculate percentages associated with assigned duties. |
| K9. | Basic knowledge of types of documents that belong in inmate, youthful offender and parolee records to effectively control and maintain files. |
| K10. | Basic knowledge of inmate, youthful offender and parolee records security/confidentiality policies and procedures to maintain safety/security of the files. |
| K11. | Basic knowledge of inmate, youthful offender and parolee records structure to properly file documents. |
| K12. | Comprehensive knowledge of filing techniques (e.g., alphabetical, numerical, and chronological) to properly maintain records. |
| K13. | Basic knowledge of supervision techniques to effectively supervise inmates/youthful offenders and maintain safety/security of the institution/facility. |
| K14. | Basic knowledge of leadership techniques to act as a lead on a special project. |
| K15. | Basic knowledge of the Department's purpose organization, activities, and automated systems to maintain the safety/security of the public. |
| K16. | Basic knowledge of the rules, regulations, general organization and procedures of the California Department of Corrections and Rehabilitation to provide information/instruction to staff involved in handling inquiries from within and outside the Department, and ensure staff are in compliance. |
| K17. | Basic knowledge of the Department's Equal Employment Opportunity Program objectives in order to provide information/instruction to staff using (e.g., Title 15, Department Operation Manual (DOM), Institutions and Camps Manual (I & C), Federal EEO rules, State and Federal mandates to handle inquiries from within and outside the department, and ensure staff are in compliance with these rules. |

KSAPCs highlighted in bold text are not currently on the SPB classification specification

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| Knowledge of: | |
| K18. | Basic knowledge of a supervisor's role in planning, organizing, and directing the work of subordinate staff in order to train staff and ensure staff operates within Departmental policies and procedures. |
| K19. | Basic knowledge of the principles and practices of budgeting and personnel management to provide appropriate leadership and direction. |

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| Ability to: | |
| A1. | Interpret written data in order to perform assigned duties. |
| A2. | Interpret numerical data in order to perform assigned duties. |
| A3. | Accurately enter data into a computerized database to ensure precise record keeping and tracking. |
| A4. | Learn a broad range of technical data in order to comply with Departmental policy/office procedure. |
| A5. | Understand a broad range of technical data in order to comply with Departmental policy/office procedure. |
| A6. | Apply learned and understood technical data to individual cases to process, maintain, and control inmate, youthful offender and parolee records. |
| A7. | File case records files to maintain security. |
| A8. | Maintain a filing system for accountability. |
| A9. | Communicate effectively with others, using good judgment, to disseminate information, respond to inquires, and deal tactfully and professionally with staff, government agencies, public, and inmate/youthful offenders/parolees. |
| A10. | Perform basic addition, subtraction, multiplication, division, and percentage calculation to create statistics, reports and inventory. |
| A11. | Apply laws, rules and regulations to complete assigned duties in accordance with Departmental policy. |
| A12. | Interpret reference material in order to understand and apply appropriate laws, rules and regulations. |
| A13. | Use reference material in order to appropriately apply laws, rules and regulations to complete assigned duties. |
| A14. | Follow written and verbal instructions in order to complete assigned duties correctly within established timeframes. |
| A15. | Provide written and verbal instructions to staff in order to complete assigned duties correctly within established timeframes. |
| A16. | Utilize in-house systems (e.g., Offender Based Information System, Automated Release Date Tracking System, Distributed Data Processing System, Automated Transfer System, Live Scan, Case Records Automated File Tracking System, Revocation Scheduling Tracking System, and California Law Enforcement Telecommunications System, etc.) to ensure proper housing and release of inmates/youthful offenders. |
| A17. | Prioritize workload to effectively complete tasks in a timely manner. |
| A18. | Perform multiple assignments to ensure completion of time sensitive tasks. |
| A19. | Work as a team leader assisting staff in order to ensure efficient and effective operation of the office. |

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| Ability to: | |
| A20. | Properly manage time in order to meet established timeframes. |
| A21. | Independently apply appropriate sections of the laws, rules, regulations, departmental policies, and procedures to specific situations |
| A22. | Write clear and comprehensive reports, communicate professionally and effectively with internal and external contacts at all levels in order to disseminate information, respond to inquiries, and deal tactfully with staff, governmental agencies, and inmates/youthful offenders/parolees. |
| A23. | Analyze situations accurately and adopt an effective course of action to ensure staff follows through with daily assigned tasks. |
| A24. | Effectively supervise new employees and subordinate staff to ensure Departmental policies/office procedures are followed/completed on a daily basis. |
| A25. | Effectively train new employees and subordinate staff to ensure Departmental policies/office procedures are followed/completed on a daily basis. |
| A26. | Contribute effectively to the Department's Equal Employment Opportunity Program in order to maintain a fair and equitable work environment free from harassment and discrimination. |

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| <i>Skill to:</i> | |
| S1. | Operate office machines (e.g., scanners, printers, copiers, labelers, fax machine, telephone, etc.) in order to process documents/forms and disseminate information. |
| S2. | Use personal computer systems in order to enter data, retrieve information, and prepare reports and correspondence. |
| S3. | Use software applications in order to enter data, retrieve information, and prepare reports and correspondence. |
| S4. | Type a minimum of 40 words per minute in order to process documents/forms and enter data in a timely manner. |
| S5. | Lift up to 40 pounds in order to move or retrieve files. |
| S6. | Reach for files in high locations in order to move or retrieve files. |
| S7. | Bend for files in low locations in order to move or retrieve files. |
| S8. | Pull files from a variety of locations in order to move or retrieve files. |

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| <i>Personal Characteristics:</i> | |
| PC1. | Willingness to work in a variety of correctional or parole settings. |
| PC2. | Capacity for assuming progressively greater responsibility. |
| PC3. | Tact (e.g., office/telephone etiquette, professional courtesy, etc.). |
| PC4. | Willingness to read or view potentially graphic or discomfoting information. |
| PC5. | Willingness to work long and unusual hours based on operational needs. |
| PC6. | Willingness to work long and unusual hours based on operational needs. |